

# Gatacre Street Surgery

## Inspection report

Gatacre Street

Blyth

Northumberland

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

# Overall summary

The practice was rated as good overall, however we rated the population group for families and young people as requires improvement because:

Not all of the practice nurses had completed Level 3 safeguarding training, as set out in the Intercollegiate Document, 'Safeguarding Children and Young People: Roles and Competencies for Healthcare staff' (January 2019). Also, the child safeguarding policy, required reviewing so that it took into account of this document, and other recent relevant national guidance.

The cervical screening uptake rates required improvement to bring it into line with the Public Health England programme target.

The childhood immunisation uptake rates required improvement to bring them into line with the 95% WHO target.

The previous inspection also stated that the practice should continue in their efforts to improve telephone access for patients, access to appointments and to improve patients' experience of continuity of care.

This review did not involve an inspection visit and was carried out remotely because of the current Covid19 pandemic situation. Our findings were based on the documentary evidence provided by the practice and were as follows:

All nurses had now completed level 3 in safeguarding. The practice had renewed their Child Safeguarding Policy, which contained relevant national guidance. This will be reviewed annually the next date being November 2020.

Since the previous inspection the practice had undertaken an audit on cervical screening and from this a number of changes have been made and new initiatives carried out. This had resulted in an increase of patients attending for smear appointments.

The immunisation rates for children have increased to above the WHO 90% target. The practice made changes and introduced a system with the Health Visiting team relating to children who are repeatedly not brought to the practice for immunisation.

Since the previous inspection another GP patient survey had been carried out. post -covid working. This was using paper surveys from clinicians, patients who attended the practice and text surveys. The results showed that patients were more satisfied with access to the practice.

This includes e consult, telephone, video and face to face consultations.

## Population group ratings

**Families, children and young people**

**Good**



## Our inspection team

This review was carried out by a CQC inspector. Because of the current Covid19 pandemic situation a site visit was

not undertaken, however the provider submitted to CQC evidence that gave assurances that action had been taken in relation to the identified shortfalls from the previous inspection.

## Background to Gatacre Street Surgery

Gatacre Street Surgery is located in Blyth, Northumberland. The surgery has good transport links and there is a pharmacy located nearby. Gatacre Street Surgery was formed following the merger of two former practices, the Station Medical Group and the Waterloo Medical Group, and was registered by CQC in July 2018.

The practice is currently part of the Blyth primary care network of GP practices. (This includes the Railway Medical Group, and the Marine Medical Group.)

The provider is registered with CQC to deliver the following regulated activities: diagnostic and screening procedures; maternity and midwifery services; surgical procedures; family planning; treatment of disease, disorder or injury. These are delivered from the following sites:

- Gatacre Street Surgery (mainsite), Gatacre Street, Blyth, Northumberland, NE24 1HD.
- Blyth Acute Service, Blyth Community Hospital, Thoroton Street, Blyth, NE24 1DX.
- Old Waterloo Medical Group site, Blyth Health Centre, , NE24 4AW.

Gatacre Street Surgery is situated within the Northumberland Clinical Commissioning Group and provides services to 26,483 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. Thoroton Street, Blyth, NE24 1DX.

- Newsham Surgery, 61 Newcastle Road, Newsham, Blyth

The practice is a teaching and training practice, and has hosted first, third, fourth and fifth year medical students, and trainee doctors. Gatacre Street Surgery is in one of the most deprived areas of Northumberland. The practice scored three on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have a greater need for health services

Since the previous inspection the practice have successfully recruited 4 more GPs – providing an extra 25 GP sessions, a full time paediatric advanced nurse practitioner, a full time advanced paramedic practitioner, another full-time pharmacy technician, increased the sessions of our community psychiatric nurse to 6 and employed a clinical pharmacist through the primary care network. The practice has currently one GP on maternity leave and have employed a regular locum to cover this who has worked there before. They have 2 social prescribers doing regular clinics and named GPs for 5 of their care homes with a weekly ward round by the named GP. The practice has continued to train GP registrars, year three and four medical students. They have 17 GPs, 5 of whom are clinical GP partners and one non-clinical managing partner, 3 advanced nurse practitioners ANPs and an advanced paramedic, 5 practice nurses and 5 health care assistants. The practice also has a number of receptionists, secretaries, pharmacy technicians and pharmacy clerks.